AUDIOMAX
470 Sentry Parkway East
Blue Bell, PA 19422

Audiomax®
5300CD

Digital Messages & Music On-Hold System

User's Manual
Version 1.0, October 2008

COPYRIGHT POLICY

Audiomax offers fully licensed music and/or messaging programs for on-hold and in-store applications. Recording, downloading or playing of any third-party copyrighted material such as sound effects, narration, music, and/or messaging is unlawful unless permitted by a legal exception or consented to by the rights owner. Recording and download equipment should only be used with material that you have the legal right to copy and you are responsible for obtaining these rights. Audiomax has no right to grant such permission to third-party music, sound effects, messaging and/or productions.

General Safety Instructions

Always follow these basic safety precautions when using the system:

1. Read carefully and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. DO NOT block or cover ventilation slots and openings.
4. DO NOT place the product in a closed enclosure or cabinet unless proper ventilation is provided.
5. Never spill liquid on the product or drop objects into the ventilation slots and openings. Doing so may result in serious damage to the components.
6. Repair or service must be performed by a factory authorized repair facility.
7. DO NOT staple or otherwise attach the power supply cord to building surface.
8. DO NOT use the product near or in wet or damp places, such as wet basements.
9. DO NOT use extension cord. Install within 6 feet of a grounded outlet receptacle.
10. DO NOT install during lightning storm.
11. Never touch un-insulated wires or terminals unless the unit is disconnected from both power and the rest of the phone system.
12. Use Caution when installing or modifying configuration switches or control lines.
13. Install in a protected location where no one can step on, or trip over, power and line cords.
14. The unit must be securely attached to a wall board, rack or table mounted.
15. Use correct power source. Use only the power pack supplied.

⚠ **CAUTION:** If any wiring from the system leaves the premises, you must use proper electrical protectors.

Regulations:

This product contains a Class 1 Laser Product which complies with 21CFR, Subchapter J, Parts 1040.10 and 1040.11. This product contains no user servicable parts or adjustments. Do not open or disassemble product.

CAUTION - use of controls or adjustments or performance of procedures other than those herein may result in hazardous radiation exposure.

FCC (Part 15) Radio Frequency Interference - The 5300CD generates and uses radio frequency energy and if not installed and used in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. Unit complies with the limits for Class A devices in accordance with the specifications in Subpart J of Part 15 of the FCC Rules. This testing is designed to provide reasonable protection against such interference. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the unit off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the radio or TV receiving antenna.
- Relocate the unit with respect to the radio or TV receiver or vice-versa.
- Plug the unit into a different outlet so that it and the radio or TV receiver are on different branch circuits
- If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

Warranty & Registration Card for the
AUDOMAX 5300CD – Digital Messages & Music On-Hold System

Date:_____   Serial No.: _____

Purchaser: _____

Address: _____

City: _____   State: _____   Zip: _____

Phone: _____   Fax: _____   Email: _____

Seller: _____

Address:_____

City: _____   State: _____   Zip: _____

Phone: _____   Fax: _____   Email: _____

Return warranty card via:

FAX: (610) 825-0703
MAIL: Address on reverse side
ONLINE: www.audiomax.com/registration.html

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Table of Contents

Shipping Container Contents

The following items should be found in the box.

- AUDIOMAX 5300CD System
- Wall-mount power pack
- Audio cable
- Mounting hardware
- User's manual
- CD-ROM with "Thank You For Holding" Production

Model:

Model #	Capacity	Bandwidth
5300CD	20 minutes	20kHz

1. OVERVIEW

1.1 Features and Benefits:

The AUDIOMAX 5300CD is a highly reliable audio playback system specifically designed for Messages & Music On-Hold applications. Audio is loaded into the system by Compact Disc and stored in non-volatile FLASH memory. Messages play continuously from memory until new messages are loaded

The AUDIOMAX 5300CD is compatible with variety of Compact Disc formats. This includes Red Book audio CDs for the ultimate in audio performance as well as space-saving MP3 data CDs.

The AUDIOMAX 5300CD is designed to interface with the Message-On-Hold port of a wide variety of phone systems. This allows marketing messages to be played to customers when placed on-hold, reducing caller abandonment.

The AUDIOMAX 5300CD incorporates a rugged, electronically controlled Compact Disc mechanism originally designed for automotive applications that will provide years of reliable service. Messages & Music are digitized and stored in non-volatile FLASH memory that protects it from loss during power outage.

Multiple audio outputs (600ohm, 8ohm) with level and tone control and high-quality sampling allow the sound of the AUDIOMAX 5300CD to be optimized for almost any phone system, insuring your message gets heard.

1.2 General Specifications:

Power:
　　12VDC, power pack included
Audio Fidelity
　　100Hz - 20kHz
　　80dB Signal to Noise
Audio Outputs:
　　RCA, mono, 600 ohm, +2dBv max
　　RCA, mono, 2.5W @ 8 ohm
　　Monitor speaker
Manual Controls:
　　Output Level, Tone Control
　　Eject, Speaker Enable
LED Indicators:
　　CD Ejected, Recording, MOH playing (audio)
Package:
　　8.0" H x 5.4" W x 2.3" D
　　3-position wall mount
　　Painted steel chassis

7. WARRANTY, SERVICE & RETURNS

The industrial-grade housing and quality construction of the AUDIOMAX 5300CD virtually eliminates the need for service or maintenance. There are no user-serviceable components within the AUDIOMAX 5300CD. Refer all servicing to AUDIOMAX.

7.1 Warranty Coverage:

The AUDIOMAX 5300CD is tested and checked before shipment and is guaranteed against defective material or workmanship for a period of three (3) year from the purchase date. If you experience a problem, contact AUDIOMAX directly by phone or in writing. If it is determined that the equipment requires service, AUDIOMAX will send an advance-replacement to customers on a service plan at no charge. The customer is responsible for returning the defective system (at the customer's expense) to AUDIOMAX within 10 business days. If the defective system is not returned, the customer will be invoiced for the advance-replacement at the then-current retail price. Repairs made necessary by abuse, improper use, unauthorized service or maintenance, and/or improper installation, as well as out of warranty repairs, will be charged at our regular repair prices in effect at the time. The obligation under this warranty shall be limited to the replacement, repair or refund of any such defective device within the warranty period.

This warranty is in lieu of and excludes all other warranties, expressed or implied, and in no event shall AUDIOMAX be responsible for damage to other equipment or property, for any anticipated profits, consequential damages, loss of item, or other operation or use of this product, and AUDIOMAX'S maximum liability shall not ever be greater than the price paid for the equipment. This warranty gives you specific legal right. Your rights may vary from state to state. Inquiries regarding use, repair and service should be made to:

AUDIOMAX
470 Sentry Parkway East; Blue Bell, PA 19422
Telephone: (610) 825-9100
FAX no: (610) 825-0703
Email: info@audiomax.com
Web: www.audiomax.com

7.2 What we ask you to do:

For warranty service, date of proof-of-purchase is required. In the event the AUDIOMAX 5300CD system needs to be shipped to AUDIOMAX for service, call us for a return authorization number. When you ship the AUDIOMAX 5300CD system, you must prepay all shipping costs. AUDIOMAX suggests that you retain your original packing material in the event that you need to ship your AUDIOMAX 5300CD system. When returning your AUDIOMAX 5300CD system, please include your name, address, phone number, date of proof-of-purchase, and a description of the operating problem. After repairing or replacing your AUDIOMAX 5300CD system, we will ship it to your return address at no cost to you within the USA. Repair or replacement of your AUDIOMAX 5300CD system is your exclusive remedy.

7.3 What this warranty does not cover:

This warranty does not cover defects resulting from accidents, damage while in transit, alterations, unauthorized repairs, failure to follow instructions, misuse, fire, flood, and acts of God.

6. Troubleshooting guide

Before contacting the factory, please review the following answers to some common problems.

No LEDs are active on the AUDIOMAX 5300CD.
- When a compact disc is inserted, and before audio is detected by the system, all LEDs will be off.
- Verify that the AC-DC power adapter is plugged into a non-switched AC power outlet.
- Verify that the power connector is plugged completely into the jack on the AUDIOMAX 5300CD.

The CD mechanism will not accept the compact disc.
- Push the compact disc completely into the AUDIOMAX 5300CD.
- Verify that the AC-DC power adapter is plugged into a non-switched AC power outlet.
- Verify that the power connector is plugged completely into the jack on the AUDIOMAX 5300CD.

The Record LED never comes on after the compact disc is loaded into the system
- Verify the compact disc is formatted as an audio CD (Red Book) or data CD with MP3 files.
- Verify that the compact disc is inserted with the data side down.
- If the compact disc is blank, the Record LED will not come on.
- Verify that the nominal level of the audio recorded on the compact disc is over –20dB.

After recording, the compact disc ejected and the system is not playing.
- Pressing, and holding the eject button while recording will eject the compact disc immediately and delete the recorded audio.
- Verify that the compact disc is inserted with the data side down.
- Verify that the CD has properly formatted audio files on it.

Can't hear anything from the audio output
- If both REC and AUDIO LEDs are off, there is no audio playing to the outputs of the system.
- Verify that the RCA to RCA connector is securely attached to the AUDIOMAX 5300CD and the phone system.
- Turn the output level adjustment clockwise to increase the audio output level.
- Use the 8-ohm output instead of the line level output.

Can't hear anything through the monitor speaker
- If both REC and AUDIO LEDs are off, there is no audio in the system's memory.
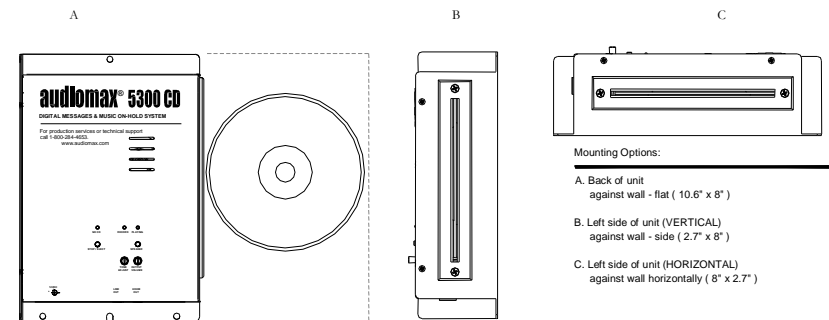- Press the Speaker button to toggle the speaker ON/OFF setting.

2. Installation:

This section provides complete instructions for mounting the AUDIOMAX 5300CD. Before you install the AUDIOMAX 5300CD system, make sure you have:

- A Message-On-Hold input on your phone system.
- A non-switchable 110VAC electrical outlet near the location where the unit is to be installed.

2.1 Wall or Table Installation:

1. Locate a proper space on the telephone equipment board or wall. The AUDIOMAX 5300CD can be mounted in one of three positions: flat, side, or horizontal.
2. Position the unit on the board. Mark the locations of the mounting holes.
3. Using the mounting screws provided, secure the AUDIOMAX 5300CD to the board or wall.
4. If table top mounting the AUDIOMAX 5300CD, stick the enclosed rubber feet onto the bottom of the unit.

A   B   C

audiomax 5300 CD
DIGITAL MESSAGES & MUSIC ON-HOLD SYSTEM

For production services or technical support
call 1-800-284-4653.
www.audiomax.com

Mounting Options:

A. Back of unit
against wall - flat (10.6" x 8")

B. Left side of unit (VERTICAL)
against wall - side (2.7" x 8")

C. Left side of unit (HORIZONTAL)
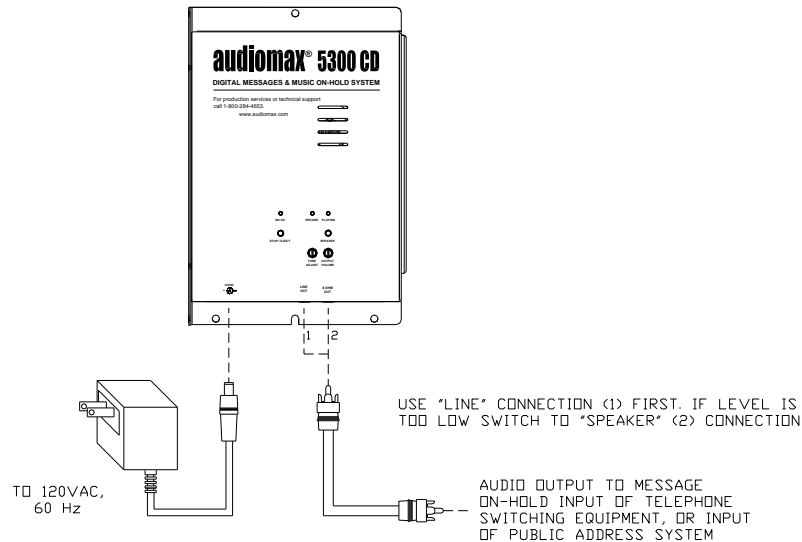against wall horizontally (8" x 2.7")

2.2 Connecting the power pack

1. Plug the power pack into a 110VAC power outlet which is not connected to a switch.
2. Plug the power plug into the AUDIOMAX 5300CD system's power jack marked POWER.
3. There is no power switch on the AUDIOMAX 5300CD. The system will be turn on as soon of the power is connected.

2.3 Connection to Telephone equipment

Connect one side of the supplied RCA cable to the telephone equipment's Message-On-Hold input. Connect the other side of this cable to the AUDIOMAX 5300CD's LINE OUT. There are two audio outputs on the AUDIOMAX 5300CD, LINE OUTPUT (Low, +2dB into 600 ohms), and SPEAKER OUTPUT (High, 2.5W into 8 ohms). Use the LINE OUT first adjusting the audio output volume potentiometer to obtain the correct audio level. If this does not provide enough audio level, then switch to the SPEAKER OUTPUT.

USE "LINE" CONNECTION (1) FIRST. IF LEVEL IS TOO LOW SWITCH TO "SPEAKER" (2) CONNECTION

TO 120VAC, 60 Hz

AUDIO OUTPUT TO MESSAGE ON-HOLD INPUT OF TELEPHONE SWITCHING EQUIPMENT, OR INPUT OF PUBLIC ADDRESS SYSTEM

3. Operation:

3.1 Message Downloading:

When received, the new AUDIOMAX 5300CD system's memory will be blank. To load a production into the AUDIOMAX 5300CD's memory, simply insert a properly formatted CD into the system. Make sure to insert the CD with the data side down.

The AUDIOMAX 5300CD supports Red Book audio CDs and MP3 data CDs. Please see "Section 4. Compact Disc Formatting" for additional information.

When a CD is inserted, the AUDIOMAX 5300CD will automatically start recording the production into the system's memory. The red RECORD light will come on indicating the production is being recorded. When the AUDIOMAX 5300CD detects 10 seconds of silence, the recording will stop and the RECORD LED will go out.

During the recording process, the production can be monitored through the LINE and SPEAKER outputs, as well as by the end user by pressing the SPEAKER button.

WARNING: When a CD is inserted into the AUDIOMAX 5300CD, the previous recording is deleted immediately. If the CD is then ejected, prior to recording any audio, the AUDIOMAX 5300CD's memory will be blank.

4. Compact Disc Formatting:

Compact Discs for the Autoload may be formatted in either Audio CD (Red Book) or Data CD containing MP3 (44.1kHz, 32-320kbps, or VBR) files. For seamless playback, record the production into a single file. This eliminates the recording of silence when the system switches tracks. The AUDIOMAX 5300CD plays the production to the audio and speaker outputs while simultaneously digitizing it to FLASH memory.

- For data CDs, all audio files must be in the root directory of the CD
- Productions can be recorded in mono or stereo. Only the left channel is played on stereo files.
- The system can record a single production or multiple productions up to 20 or the maximum length of the internal memory.
- The length of each production does not have to be the same.
- The audio should be set to a nominal level of -4dBm.
- The dynamic range of the production should be held low to allow the production to be recorded at the highest possible level without exceeding 0dBm.
- If multiple productions are loaded, the AUDIOMAX 5300CD will play the files in alphanumeric order. To play multiple productions in a predetermined order, the files need to be named accordingly.
- If more than 20 messages are detected by the system, the messages following the 20th in the ordering sequence will not be played.
- The system will NOT play .WAV files on a data CD

5. Power failure recovery

The AUDIOMAX 5300CD uses FLASH memory which is not dependent upon power or battery backup to retain its memory. This eliminates the problems associated with brown outs or unexpected power losses. When power is returned, the system will immediately start operating in the mode it was in prior to the loss of power.

3.5 Audio adjustments

There are two potentiometers on the AUDIOMAX 5300CD system allowing the user to tailor the audio output level and frequency response of the unit. These potentiometers are located on the top cover of the device near the LEDs.

Output Volume

The level of the both 600- and 8-ohm audio outputs are simultaneously adjusted using the audio level adjustment pot. Turning this potentiometer counter clockwise will lower the audio level. Turning this potentiometer clockwise will raise the audio level.

Tone Adjust

A tone control is provided to tune the audio for the phone system. Adjusting this control clockwise increases the high frequencies while lowering the lower frequencies. Adjusting the control counter-clockwise raises the low frequencies, and lowers high frequencies.

3.6 Connections

12VDC, 2.5mm Barrel connector

The system is powered by 12 volts DC. Use only the AC-DC power adapter supplied with the system to guarantee proper operation.

LINE OUT, RCA connector

This output is a 600-ohm audio output, capable of driving +2dBv. When installing the AUDIOMAX 5300CD system, connect this output to the phone system's MOH port first. If additional volume is required, connect the 8-ohm output instead.

8-ohm OUT, RCA connector

This output is an amplified audio output capable of driving 2.5 watts into 8 ohms. Use this audio output if the audio from the LINE output does not provide enough volume to the on-hold circuit.

3.2 Message playback

After a production has been recorded into memory, the AUDIOMAX 5300CD will automatically begin playing TO the audio outputs. There is no control or user input required to begin playback. The green audio LED will light whenever the system is playing audio.

3.3 Pushbutton descriptions

Two pushbuttons are provided on the AUDIOMAX 5300CD system.

STOP/EJECT pushbutton – Black, momentary

Allows the user to stop the recording process and/or eject the tape as follows:

- When the system is not recording, the button functions as an Eject button.
- When the AUDIOMAX 5300CD is recording (RECORD LED is on), pressing this button momentarily will stop and save the recording up to the moment the button was depressed. The system will not eject the CD.
- If this button is pressed and held for two seconds while the AUDIOMAX 5300CD is recording, the production just recorded will be deleted and the CD will be ejected.
- If the button is pressed momentarily while the 5300CD is recording and then pressed momentarily again, the system will stop the recording process, save the recorded audio, and eject the CD.

SPEAKER pushbutton – Black, momentary

A monitor speaker, on the front side of the unit, allows the user to monitor the output of the AUDIOMAX 5300CD. Pressing this button will toggle the setting of the monitor speaker.

The volume of the monitor speaker is pre-set and is independent of the volume setting of the audio output.

Note: Do NOT adjust the output level to increase the volume of the monitor speaker. Adjusting the output level will NOT affect the monitor speaker volume, but will affect the output level to the phone system.

3.4 LED (Light Emitting Diodes) descriptions

Three LED's are provided on the top of the AUDIOMAX 5300CD unit to display the current status of the system.

NO CD LED, Yellow

This LED will light whenever the CD is ejected (i.e. no CD in the system). After a CD is inserted and loaded, this LED will go out.

RECORD LED, Red

This LED will light when the AUDIOMAX 5300CD is recording a production into its internal memory. The LED will go out after the recording process is complete.

The Record LED will blink ONCE when the AUDIOMAX 5300CD is powered on. This indicates the memory operational.
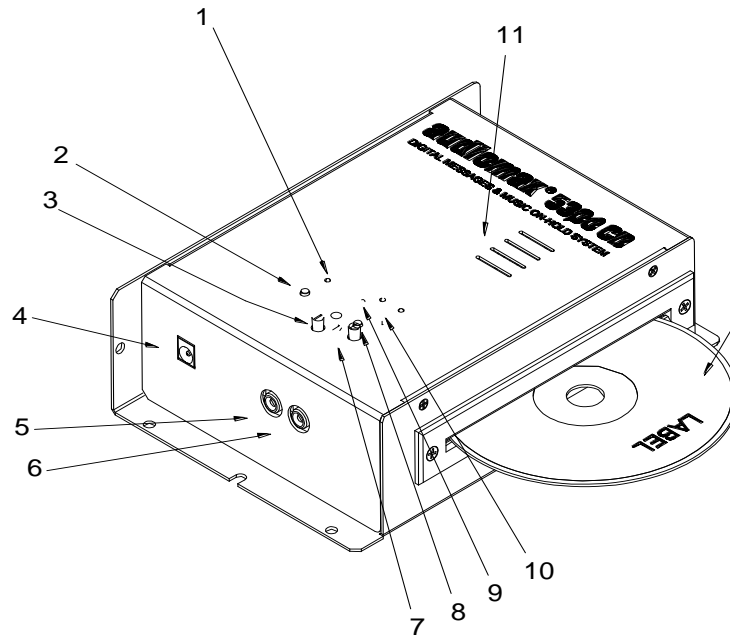
PLAYING LED, Green

This LED will light whenever the AUDIOMAX 5300CD is playing.

AUDIOMAX 5300CD
DIGITAL MESSAGES & MUSIC ON-HOLD SYSTEM

1   NO CD LED (YELLOW):
Yellow light ON indicates there is no CD inserted.
Yellow light OFF indicates the CD is in system.

2   STOP/EJECT PUSH-BUTTON:
This ejects the CD when the system is
playing downloaded messages. If pressed during
the recording process the recording will be stopped.

3   TONE ADJUST KNOB:
Adjusts the Bass & Treble amount to deliver the
best overall system performance.

4   POWER JACK:
Insert supplied power adapter.

5   LINE OUT:
Audio output level of up to +3dB into 600-ohm
this is a standard level for most applications.

NOTE:
Insert Pre-Recorded CD as shown (CD label facing up),
system will then start loading (Red LED is on) at the end of
downloading the message (s), the Red LED will turn off,
system will automatically start playing the enabled message
from digital audio memory.

6   8-OHM OUTPUT:
Audio output level of up to 2.5W into 8 Ohm. Use
this output if more drive is needed to reach a more
comfortable listening level.

7   OUTPUT VOLUME KNOB:
Adjusts the volume to both the line
and speaker audio outputs.

8   SPEAKER PUSHBUTTON:
Turns monitor speaker ON/OFF.

9   RECORD LED (RED):
Used to display recording mode. Red light ON,
indicates message (s) is being loaded into
memory from CD.

10   PLAYING LED (GREEN):
This green LED is ON when the system is playing
Pre-Recorded messages.

11   MONITOR SPEAKER:
Allows user to preview message play back.

AUDIOMAX
5300CD Key

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